



City of Boston Harvard Vanguard Population Management Initiative: Update

City Of Boston PEC Meeting
January 8, 2013

bailit
health
PURCHASING

Background

- What is population management?
 - Primary care providers proactively outreach to patients to bring patients in for needed services rather than waiting for them to seek services when ill
 - Focus is on improving management of chronic conditions (e.g., diabetes, high blood pressure) and preventive care (e.g., cancer screenings)
- Early data analysis suggested that there were enough City of Boston enrollees that could benefit from more intensive population management services to launch a pilot with HVMA
 - 25% of members insured through the City of Boston receive care from HVMA

Pilot Description

- 3-year collaboration to improve the health of City of Boston employees/adult dependents/retirees who have PCPs at:
 - Kenmore
 - Copley
 - PO Square
 - West Roxbury
 - Quincy
 - Braintree
- HVMA hired a population manager in June 2012 dedicated to serving City enrollees at these sites

Pilot Description (cont'd)

- Doing targeted patient outreach to improve:
 - Diabetes management (blood sugar, cholesterol, and blood pressure levels)
 - Blood pressure control for those diagnosed with hypertension
 - Screening levels for colorectal cancer (CRC) and breast cancer
- Pilot augments existing HVMA population management programs by
 - Having dedicated population manager resulting in more intensive contacts for diabetes and high blood pressure management for City enrollees
 - New outreach regarding CRC and breast cancer screenings for City enrollees

Outreach Results for CRC and Mammography As of October 21012

■ Outreach

- 906 patients reviewed across Copley (88), Kenmore (371), PO Square (126), West Roxbury (321); (Quincy and Braintree added subsequently)
 - 485 CRC patients
 - 421 mammography patients
- 909 phone calls made

■ CRC

- 395 patients still HVMA patients
- 44% completed CRC screening or received physical since start of outreach (compared to 33% in recently published study)
- 18 patients (3.70%) refused CRC screenings
- 6 patients (1.20%) refused physical

Outreach Results (cont'd)

- Mammography outreach
 - 385 patients still HVMA patients
 - 42% received outreach calls per PCP request
 - Patients under 51 years old and no family history of breast cancer were not contacted
 - 30% of those contacted completed mammograms or received physical since start of outreach
 - 7 patients (1.70%) refused mammography
 - 3 patients (0.70%) refused physical

Chronic Care Management Results for City of Boston Enrollees as of October 2012

Target Population	Baseline	October	Change
Hypertension patients with BP <140/90	69.00%	76.40%	7.40%
Diabetic with blood sugar <9	84.40%	82.60%	-1.80%
Diabetic with LDL<100	65.90%	67.50%	1.60%
Diabetics with BP under control	45.70%	67.20%	21.50%

Thoughts

- Personalized outreach from primary care physician's practice is effective in bringing in patients
- Patients getting care that is consistent with evidence based care guidelines (care that is proven through research studies to be effective) constitutes improved quality of care, which hopefully results in improved quality of life
- The Steering Committee will be developing a methodology for calculating a return on investment